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14 Mar 2000

Telia Deploys enCommerce getAccess for Secure, Personalized Access to www.Telia.se Customer Service Portal

Leading European Telecommunications Company Leverages enCommerce's Expertise in Implementing Secure, Scalable Infrastructure for Consumer Portal

Santa Clara, CA -- enCommerce, Inc., a leading provider of global software and services that enable the rapid deployment of secure eBusiness portals, today announced that Telia has partnered with enCommerce as a key technology and professional services provider for its highest-profile eBusiness initiative -- www.Telia.se, the company's customer service portal. Telia, Sweden's premier telecommunications company, has deployed enCommerce getAccess software to provide its 6 million-plus customers with secure, single sign-on access to a range of sales and service options via the www.Telia.se portal.

In the increasingly competitive telecommunications market, the www.Telia.se customer service portal is a timely response to our customers' demands for increased Web self-service and direct insight into the status of their payments, service orders and other Telia products and services, said Jan Rudberg, president of Telia. The enCommerce getAccess solution delivers uncompromising security and the scalability required to ensure fast, responsive and personalized service for our millions of customers. enCommerce's proven expertise in deploying large scale portals has been a tremendous asset in helping us to deliver www.Telia.se services within compressed timeframes.

Telia's most ambitious Internet endeavor, the www.Telia.se customer service portal, was conceived to extend a new set of eBusiness capabilities to all Telia customers. The enCommerce getAccess solution plays a strategic role in the innovative www.Telia.se portal, providing the scalability, flexibility and robust security required to support Telia's 6 million users today. Additionally, the enCommerce professional services organization has worked closely with Telia to define infrastructure requirements, integrate portal infrastructure components and ensure the rapid deployment of applications and services aggregated at the www.Telia.se portal.

With the enCommerce getAccess software, Telia customers logging onto the new www.Telia.se portal can securely view personal telephone account information online and conduct transactions. Key www.Telia.se features include:

- **Online bill presentation:** allows customers to view detailed telephone account information and pay bills online.
- **Online service provisioning:** lets customers change current service mix (i.e. second phone line installation, call waiting, number change, etc.), report service problems and check status of orders -- all online, with the ability to access up-to-the minute service delivery updates.
- **Online shopping:** enables customers to view and purchase a variety of Telia products and services online.

- **Unified messaging:** an easy to use, yet sophisticated personal messaging system that allows a user to route all messages (voice mail, e-mail, pager, fax) to a single message box -- messages can be subsequently retrieved using a standard web browser.

We are honored to partner with Telia, an innovative company which is leading the increasingly competitive telecommunications industry in leveraging the Web to build customer loyalty and brand value, said Alberto Yepez, president and CEO of enCommerce. As one of the world's eBusiness pioneers, Telia understands the requirements for effectively deploying and maintaining a secure, high-volume Web portal that fosters one-to-one customer relationships. We are pleased to collaborate with such a forward-looking company and share its vision of delivering a state-of-the-art portal for secure, personalized online customer service and sales.

enCommerce getAccess for Easy, Secure Web Access

enCommerce getAccess is portal infrastructure for managing global eBusiness relationships with secure and personalized access to aggregated applications and affiliate services. The getAccess solution enables companies to strengthen and expand relationships by providing a consolidated view of each relationship across the value-chain, enabling the delegated and precise management of dynamic business relationships and providing plug-in authentication and authorization services for the rapid deployment of new portal services.

An award winning, 100% Pure Java(TM) solution developed for high availability and robust security, the enCommerce getAccess software today provides millions of business customers, consumers, partners and employees with single sign-on and personalized content via direct access to applications deployed across platforms, web servers, internet domains and national borders.

Telia

Telia is the leading supplier of telecom-based information services in the Nordic/Baltic region. At the same time, "seamless" pan-European and global services are being realized through powerful alliances and partnerships in Europe and around the world. Annual turnover 1998 reached 51 240 MSEK and the number of employees amounted to approx. 30 600. Telia launched its Global Clearinghouse Service on the 1st of February 1999 making it the first Clearinghouse with Europe as its base. The Clearinghouse has access to attractive rates through Telia's presence in key markets and has already signed on a dozen members.

For more information about this press release please [contact us](#).

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31 Jan 2000

enCommerce getAccess 3.0 Honored with Crossroads 2000 A-List Award

Customer Implementations at Global 2000 Firms Demonstrate Business Benefits of Leveraging getAccess for Secure, Global-Scale E-Commerce

Santa Clara, CA -- enCommerce, Inc., a leading provider of ebusiness portal management solutions, today announced that Open Systems Advisors, Inc. has honored enCommerce getAccess™ 3.0 with a Crossroads 2000 A-List Award in the category of Comprehensive Information Security for Personalization and Access Management for Global E-Business Portals. Open Systems Advisors, Inc. (OSA), a leading IT research firm, based enCommerce getAccess' "A" deployment rating on the real-world successes of enCommerce customers using the solution to build, secure and manage global portals with individualized navigation menus across multiple Internet domains.

enCommerce will be presented with the award at the Crossroads 2000 Conference, running March 12-15 in Palm Springs. enCommerce CEO and co-founder Alberto Yopez will be featured as a keynote speaker in this exclusive forum for line-of-business and information technology executives to share ideas for gaining business advantage with emerging technology.

The recognition of the enCommerce getAccess solution as a Crossroads 2000 A-List company was based on extensive, in-depth interviews with enCommerce customers, who represent a cross-section of industries for whom secure ebusiness relationships are a key business driver. Currently deployed at some of the world's leading telecommunications, financial services and high-tech manufacturing companies, enCommerce getAccess provides fine-tuned, highly personalized user access -- with the ease of single sign-on -- to a wide variety of information and Web-enabled resources that are aggregated at a portal. enCommerce getAccess is an Internet-scale solution that accelerates the deployment of secure e-commerce and ebusiness portals by providing plug-in authentication, authorization and administration services. These services dramatically reduce the time and cost of deploying secure applications on the Web for customers, suppliers, partners and employees.

"Businesses need to make it easy for Web users to directly access corporate information and applications while ensuring personalized information is available only to authorized users. To conduct business on a global scale, they must be able to create Internet domains that span multiple locations and support different languages," said Nina G. Lytton, president of Open Systems Advisors, Inc. and editor of the Crossroads A-List Awards. "In this global economy, a secure portal management solution such as enCommerce getAccess is a business-critical piece of the complete e-commerce solution. We at OSA awarded enCommerce based on the experiences of Global 2000 and industry-leading dot-com companies. They have used getAccess to build, secure and manage global portals with individualized navigation menus across multiple domains, which they plan to leverage with sophisticated customer profiling."

"We are honored to receive this Crossroads 2000 A-List Award, and to be recognized by Open Systems Advisors as a company that delivers proven, real-world solutions that enable customers to build valuable ebusiness relationships with customers, employees and partners," said Alberto Yepez, president and CEO of enCommerce. "enCommerce has placed a tremendous emphasis on executing on a global scale, and we are committed to delivering solutions to our customers that will help them effectively compete in a global economy that transcends languages, currencies and borders."

enCommerce getAccess for Easy, Secure Web Access

enCommerce getAccess is an Internet-scale Web access management solution that accelerates the deployment of secure e-business portals by providing plug-in authentication, authorization and administration services. These services dramatically reduce the time and cost of deploying secure content on the Web for customers, suppliers, partners and employees.

Using defined roles and business rules to authorize users, the enCommerce getAccess solution creates a customized e-business portal to enterprise information that allows these users to sign on once and authenticate themselves via a password, digital certificate or hardware token. They can then access any information they are approved to see from any Web server or application in the extended enterprise. The enCommerce getAccess solution also facilitates navigation by presenting users with a personalized menu in their native language, which reflects only the information they are authorized to access.

Open Systems Advisors, Inc. and the Crossroad A-List Awards

Founded in 1989, Open Systems Advisors, Inc. (OSA) provides a real-world perspective on using new technology in business. OSA's research is based on an ongoing and in-depth dialogue with hundreds of seasoned IT executives and business leaders who are using emerging technologies to achieve business results. OSA reports the Crossroads Decisions, awards the Crossroads A-List and produces the Crossroads Conference.

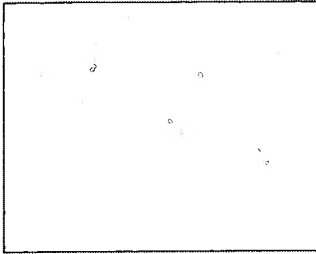
The Crossroads A-List Awards clearly outline the business benefits, concisely summarize the technology differentiators, validate solutions with real customer experiences, and provide a basis for informed dialogue between business and technology partners.

The Crossroads A-List Awards focus on enterprise computing, the integrated system supporting the business process from the supply chain through the back office all the way to customer interaction. Winners are determined after a detailed review of the vendors' products or services and strategies. In-depth, confidential interviews with experienced customers are the cornerstone of the judgment process.

Winners of the Crossroads 2000 A-List Awards and their customers will be recognized at the Seventh Annual Crossroads Conference to be held March 12-15, 2000 at the Westin Mission Hills Resort in Rancho Mirage, CA. Additional information on the conference can be obtained by contacting Jennifer Richards at (617) 859-0859.

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